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## **Request for Proposal (RFP)**

### **Provision of Meal Services for the Town of Smoky Lake's Meals on Wheels Program**

**Issue Date:** March 20<sup>th</sup>, 2025

**Closing Date:** April 21<sup>st</sup>, 2025

**Contact Person:** Rachele Amyotte

#### **1. Introduction**

The Town of Smoky Lake is requesting proposals from qualified food service providers to prepare and supply nutritious meals for the Stay Well Seniors Services Meals on Wheels program. This initiative, funded through the New Horizons for Seniors Program, aims to provide high-quality, affordable meals to seniors who wish to age in place while maintaining a healthy and independent lifestyle. The selected provider will be responsible for preparing, packaging, and coordinating the delivery of meals for the duration of the 52-week contract.

#### **2. Scope of Work**

##### **Phase 1 (Initial Implementation) The successful bidder will be required to:**

- Prepare and deliver nutritious meals for approximately 20 seniors, with an estimated average of 3 meals per week per senior, though some may opt for up to 5 meals per week.
- Offer a rotating meal menu to provide variety.
- Ensure meals meet the following requirements:
  - Regular (no dietary restrictions)
  - Allergies (if specifics are provided by the client in advance)
  - Low sodium and low sugar
- Package meals in microwave-safe containers.
  - Be able to provide an ingredient list upon request if needed.
- Maintain food safety compliance as per Alberta Health Services (AHS) standards.
- Provide meals fresh or properly chilled for safe consumption.
- Delivery:
  - Delivery is within the Town of Smoky Lake (population ~1000).
  - Estimated delivery time is one hour per delivery day.
  - Delivery will occur three days per week in Phase 1, with potential to scale up to five days per week in Phase 2, depending on demand.
  - The specific delivery days may vary and can include weekends if mutually agreed upon with the service provider.
  - Seniors will receive meals at their homes; bulk drop-off locations are not required.

## **Phase 2 (Potential Expansion)**

- Offer the option of frozen meals at a reduced cost, if feasible, to provide additional flexibility for seniors who prefer to store meals for later consumption.
- Expand delivery frequency from three days per week to five days per week, depending on demand and feasibility.
- Continue assessing scalability based on participation and funding availability.

## **3. Proposal Submission Requirements**

Interested vendors must submit a proposal including:

- **Business Information**
  - Legal business name, address, and contact details.
  - Proof of food handling certifications and AHS compliance.
  - Proof of liability insurance (Commercial General Liability required).
- **Experience & Capacity**
  - Description of previous experience in meal preparation and service.
  - Ability to scale operations if demand increases.
- **Meal Plan & Pricing**
  - Sample one-week meal rotation menu.
  - **Pricing Breakdown:**
    - Meal + Delivery (if provider can deliver)
    - Meal Only (if delivery is separate)
    - Optional: Pricing for frozen meals at a reduced cost.
  - **Container Costs:** The proposal should specify whether the cost of packaging (containers, lids, labels) is included in the per-meal pricing or billed separately.
  - **Optional:** Pricing for additional meal services (e.g., soup, dessert, or fruit).
- **Food Safety & Quality Assurance**
  - Compliance with Alberta's food safety regulations.
  - Outline of food preparation, storage, and handling processes.
  - Waste reduction initiatives (if applicable).

## **4. Evaluation Criteria - Proposals will be evaluated based on:**

- Quality of meals & menu variety (30%)
- Reliability of meal preparation & delivery (20%)
- Cost-effectiveness & value for money (20%)
- Experience in food service & community-based meal programs (15%)
- Scalability & adaptability (10%) – Ability to expand meal options or scale delivery based on demand.
- Client engagement & feedback process (5%) – How the provider handles feedback, improvements, and communication with clients.

## **5. Contract Terms**

- The contract will be awarded for 52 weeks (one year), with the possibility of renewal based on performance and funding.
- Payment will be made monthly upon receipt of an approved invoice.
- The Town of Smoky Lake reserves the right to terminate the contract with 30 days' written notice if services do not meet expectations.

## **6. Submission Deadline & Contact Information**

All proposals must be submitted electronically to [fcss@smokylake.ca](mailto:fcss@smokylake.ca) by April 21<sup>st</sup> at 4 PM MST.

For inquiries, contact: **Rachelle Amyotte, FCSS Director**

- Email: [fcss@smokylake.ca](mailto:fcss@smokylake.ca)
- Phone: **780-656-3674**

The Town of Smoky Lake looks forward to working with a food service provider committed to the well-being of our senior community.